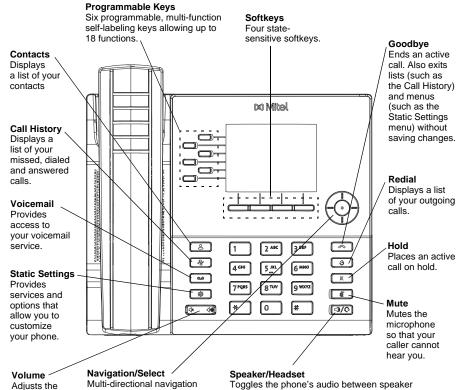
Quick Reference Guide

Mitel MiVoice 6920 IP Phone

Getting started



Warning!

void your warranty.

and headset. If you are using a DHSG/EHS

The headset port is for headset use only. Plugging any other devices into this port

may cause damage to the phone and will

headset, ensure that the headset jack adapter is

6920 IP Phone Installation Guide for more details.

removed from the headset port. See the Mitel MiVoice

volume for the ringer, handset, speaker, and headset.

Multi-directional navigation keys that allow you navigate through the phone's UI. Pressing the center **Select** button sets options and performs various actions such as dialing out from Contacts or Call History.

On the Home screen, the left and right navigation keys can be used to access the additional pages of programmable keys.

Basic call handling

Making a call

- 1. Lift the handset or press the 🖾 key.
- 2. If required, dial the prefix for external calls using the keypad.
- 3. Dial the number.

Ending a call

Place the handset on its cradle, press the End Call softkey, or press the

Answering a call

Lift the handset for handset operation or press the \bigcirc key for handsfree operation.

Redialing

Press the **Redial** softkey once or the S key twice to call the last dialed number as displayed on the Home screen

or

Press the Select button or **Dial** softkey to redial the selected number.

Muting

Press the even while on an active call to mute the microphone for your handset,

headset, or speaker. Press the *key* again to unmute the audio.

Holding and resuming

- 1. To place a call on hold, press the *key* key when connected to the call. A **(**(hold) icon flashes on the applicable **Line** key.
- 2. To resume the call, press the applicable Line key.

Note: For details on all the available features and options please refer to the *Mitel MiVoice 6920 IP Phone User Guide.*



For more information please call, 877-NORCOM1 or go to: www.norcomsolutions.com/mivoice-6920





User Interface (UI) overview

Home screen

The Home screen displays the date and time along with the last dialed number. It is the default screen displayed when the phone is in an idle state.



Call screen

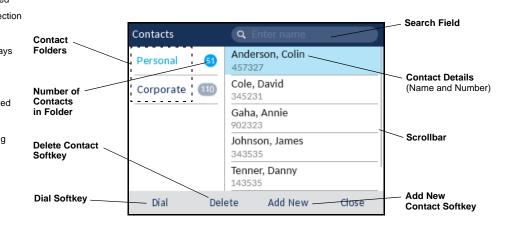
When on an active call, all the essential information regarding the call is displayed on screen, including the caller's avatar, name, number, and call duration timer. The context-sensitive softkeys also change allowing you access to more call handling features.



Applications

Contacts

The Contacts application is your personal phone book and directory, conveniently stored within your phone. The Mitel MiVoice 6920 IP Phone supports a localized Personal directory as well as enhanced functionality allowing for interoperability with LDAP (corporate) directories.



Making a call using the Contacts application

- 1. Press the A key to access the Contacts application.
- 2. Navigate to the respective contacts folder and scroll through the contacts by using the navigation keys

Enter characters using the keypad and press the **Search** softkey to use the search feature.

 When the applicable contact is highlighted, press the Select button or Dial softkey to place a call using the entry's default phone number or

To place a call to a different phone number defined for the entry (for example, a mobile number), press the **Right** navigation key, highlight the phone number you want to call using the **Up** or **Down** navigation keys, and press the **Select** button or **Dial** softkey.

Powering connections

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or

Mitel's Power Over Ethernet (PoE) Powered Device (PD) products are covered by one or more of the U.S. patents (and any foreign patent counterparts thereto) identified at Mitel's website: www.mitel.com/patents. For more information on the PD patents that are licensed, please refer to www.cmspatents.com.

Call History

The Call History application is a stored log of your missed, outgoing, and received calls. You can view, delete, and dial out to call history entries as well as copy entries to your Contacts application.



Using the Call History application

- 1. Press 🛛 🖓 the key to access the Call History application.
- 2. Scroll through the lists by using the navigation keys. To view additional entry details, press the **Right** navigation key when the entry is highlighted.
- 3. Press the **Select** button or **Dial** softkey to place a call to the respective entry or

Press the Add Contact softkey to copy the entry to your Contacts application or

Press the **Delete** softkey to delete the entry from your Call History.

Advanced call handling

The Mitel MiVoice 6920 IP Phone provides convenient methods for transferring calls and establishing conference calls.

Transferring a call

- 1. Ensure you are on active call with the party you wish to transfer.
- 2. Press the **Transfer** softkey. The active call is placed on hold.
- 3. Enter the transfer recipient's number.

 Press the Transfer softkey or hang up the handset to complete an unattended call transfer or

Wait for an answer, consult, and then press the **Transfer** softkey or hang up the handset to complete an attended transfer.

Creating a multi-party conference call

- 1. Ensure you are on active call with one of the parties with whom you wish to create a conference.
- 2. Press the Add User softkey. The active call is placed on hold.
- 3. Enter the conference target's number.
- 4. Wait for an answer, consult, and then press the **Join Calls** softkey to create the threeway conference call.
- 5. Repeat steps 2 to 4 to add an additional party to the conference.

Speed Call programmable key configuration

A **Speed Call** key allows you to dial a specified number with one key press. **Speed Call** keys can be useful as they can be programmed to dial directly to an internal or external number or quickly access features that use feature access codes. You can also transfer calls to or create conference calls using your **Speed Call** keys in place of dialing out manually.

Note: Configuring a programmable key using the press-and-hold method is only available if enabled by your System Administrator.

Programming a Speed Call key

- 1. Press and hold the applicable programmable key (for 0-5 seconds) until the Label Name field is displayed.
- 2. In the Label Name field, enter a label to apply to the key.

Note: Use the ABC 4 softkey to specify uppercase letters or lowercase letters when entering the label.

- 3. Press the down navigation key to move to the **Number** field and enter the number using the dialpad keys.
- 4. (Optional) Press the down navigation key to move to the **Private** checkbox and press the **Select** button to make the key a Private Speed Call key. When a Private Speed Call key is pressed, the call is considered private and caller ID information is not displayed in the phone's call history.
- 5. Press the **Save** softkey to save the information to the key you selected.

Note: Other features such as Phone Lock, Call Forward Always, Do Not Disturb, and Account Code keys can be programmed using the press-and-hold method (if enabled by your System Administrator). For more information, please refer to the *Mitel MiVoice 6920 IP Phone User Guide*.



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